



National Transportation Safety Board

Washington, DC 20594

Safety Recommendation

Date: May 23, 2016

In reply refer to: R-16-04 through -06

Ms. Karima Holmes
Director
District of Columbia Office of Unified Communications
2720 Martin Luther King, Jr. Avenue, SE
Washington, DC 20032

On May 3, 2016, the National Transportation Safety Board (NTSB) adopted its report concerning the January 12, 2015, Washington Metropolitan Area Transit Authority (WMATA) L'Enfant Plaza station electrical arcing and smoke accident.¹ Additional information about this accident and the resulting recommendations may be found in the report of the investigation, which can be accessed at our website, <http://www.nts.gov>, under report number RAR-16/01.

As a result of this investigation, we issued 31 new recommendations, including 2 to the Federal Transit Administration, 1 to the mayor of the District of Columbia, 1 to the District of Columbia Fire and Emergency Medical Services Department, 24 to WMATA, and the following 3 recommendations to the District of Columbia Office of Unified Communications:

R-16-04

Audit your public service answering point (PSAP) to validate compliance with the standards published by the National Emergency Number Association or another similar standards organization. The audit should (1) determine the average length of time that call takers use to process an emergency call and dispatch emergency service, and (2) compare those results with those of other comparable PSAPs.

¹ See *Washington Metropolitan Area Transit Authority L'Enfant Plaza Station Electrical Arcing and Smoke Accident, January 12, 2015*, Railroad Accident Report RAR-16/01 (Washington, DC: National Transportation Safety Board, 2016).

R-16-05

Upon completion of action satisfying Safety Recommendation R-16-04, develop call processing standards for the public service answering point (PSAP) to ensure that 911 calls are processed in accordance with those of other comparable PSAPs.

R-16-06

Train call takers for the public service answering point on the standards developed in Safety Recommendation R-16-05, and include the standards in recurrent training.

Chairman HART, Vice Chairman DINH-ZARR, and Members SUMWALT and WEENER concurred in these recommendations.

The NTSB is vitally interested in these recommendations because they are designed to prevent accidents and save lives. We would appreciate receiving a response from you within 90 days detailing the actions you have taken or intend to take to implement them. When replying, please refer to the safety recommendations by number. We encourage you to submit your response electronically to correspondence@ntsb.gov.

[Original Signed]

By: Christopher A. Hart,
Chairman